

Form PTO-1449		U.S. Department of Commerce Patent and Trademark Office						Atty. Docket No. P20419				Serial No. 09/917,746							
		INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use several sheets if necessary)						Applicant Robert BUSHEY et al.											
								Filing Date July 31, 2001				Group 2642							
U.S. PATENT DOCUMENTS																			
EXAMINER INITIAL		DOCUMENT NUMBER						DATE		NAME				CLASS		SUBCLASS		FILING DATE IF APPROPRIATE	
HA		6	0	6	1	4	3	3	05/09/00	POLCYN et al.									
		6	0	5	8	1	7	9	05/02/00	SHAFFER et al.									
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		5	7	2	9	6	0	0	03/17/98	BLAHA et al.									
FOREIGN PATENT DOCUMENTS																			
		DOCUMENT NUMBER						DATE		COUNTRY				CLASS		SUBCLASS		TRANSLATION YES NO	
OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)																			
HA		1	Ameritech Corp., "Ameritech Phone-Based UI Standards: Dialogue Design", < <a href="http://www.ameritech.com/corporate/testtown/library/standard/pbix4.html">http://www.ameritech.com/corporate/testtown/library/standard/pbix4.html</a> >, 1998.																
A		2	InterVoiceBrite, Inc., "AgentConnect Call Center Platform Brochure", no date available.																
EXAMINER		DATE CONSIDERED 4/6/04																	
* EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.																			

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**Robert BUSHEY et al.**

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## U.S. PATENT DOCUMENTS

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## FOREIGN PATENT DOCUMENTS

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HA	4 3 1	01/12/82	LAWSER et al			
	4 6 9 4 4 8 3	09/15/87	CHEUNG			
	4 7 6 1 5 4 2	08/02/88	KUBO et al			
	4 9 2 2 5 1 9	05/01/90	DAUDELIN			
	4 9 6 4 0 7 7	10/16/90	EISEN et al			
	5 1 1 5 5 0 1	05/19/92	KERR			
	5 2 0 4 9 6 8	04/20/93	PARTHARATHI			
	5 2 0 6 9 0 3	04/27/93	KOHLER et al			
	5 2 6 3 1 6 7	11/16/93	CONNER JR et al			
	5 2 9 9 2 6 0	03/29/94	SHAIQ			
	5 3 1 1 4 2 2	05/10/94	LOFTIN et al			
	5 3 2 3 4 5 2	06/21/94	DICKMAN et al			
	5 3 2 7 5 2 9	07/05/94	FULTS et al			
	5 3 3 5 2 6 8	08/02/94	KELLY Jr et al			
	5 3 3 5 2 6 9	08/02/94	STEINLICHT			
	5 3 8 8 1 9 8	02/07/95	LAYMAN et al			
	5 4 2 0 9 7 5	05/30/95	BLADES et al			
	5 4 7 9 4 8 8	12/26/95	LENNIG et al			
	5 4 9 5 5 6 7	02/27/96	IIZAWA et al			
	5 5 0 0 7 9 5	03/19/96	POWERS et al			
	5 5 1 9 7 7 2	05/21/96	AKMAN et al			
	5 5 3 0 7 4 4	06/25/96	CHARALAMBOUS et al			

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DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION YES NO
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## OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)

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JA	5 5 3 3 1	02/96	IRWIN et al			
	5 5 3 5 3 2 1	07/09/96	MASSARO et al			
	5 5 3 7 4 7 0	07/16/96	LEE			
	5 5 3 3 1 1 9	09/03/96	MCCALLISTER et al			
	5 5 6 1 7 1 1	10/01/96	MULLER			
	5 5 6 6 2 9 1	10/15/96	BOULTON et al			
	5 5 8 6 0 6 0	12/17/96	KUNO et al			
	5 5 8 6 1 7 1	12/17/96	MCALLISTER et al			
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	5 5 9 4 7 9 1	01/14/97	SZLAM et al			
	5 6 0 0 7 8 1	02/04/97	ROOT et al			
	5 6 1 5 3 2 3	03/25/97	ENGEL et al			
	5 6 5 7 3 8 3	08/12/97	GERBER et al			
	5 6 5 9 7 2 4	08/19/97	BORGIDA et al			
	5 6 6 8 8 5 6	09/16/97	NISHIMATSU et al			
	5 6 7 5 7 0 7	10/07/97	GORIN et al			
	5 6 8 4 8 7 0	11/04/97	MALONEY et al			
	5 6 8 4 8 7 2	11/04/97	FLOCKHART et al			
	5 7 0 6 3 3 4	01/06/98	BALK et al			
	5 7 1 0 8 8 4	01/20/98	DEDRICK			
	5 7 2 7 9 5 0	03/17/98	COOK et al			
	5 7 3 4 7 0 9	03/31/98	DEWITT et al			
	5 7 4 0 5 4 9	04/14/98	REILLY et al			
	5 7 5 7 6 4 4	05/26/98	JORGENSEN et al			
	5 7 5 8 2 5 7	05/26/98	HERZ et al			
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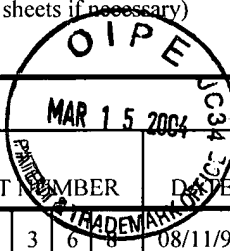
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HA	5 7 9 3 3 6 8	08/11/98	BEER			
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	5 8 3 2 4 2 8	11/03/98	CHOW et al			
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	5 8 4 8 3 9 6	12/08/98	GERACE			
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	5 8 7 0 3 0 8	02/09/99	DANGELO et al			
	5 8 8 4 0 2 9	03/16/99	BRUSH II et al			
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	5 9 9 9 6 1 1	12/07/99	TACHELL et al			
	6 0 1 4 6 3 8	01/11/00	BURGE et al			
	6 0 3 5 3 3 6	03/07/00	LU et al			

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6 2 8 2 4 0 4	08/28/01	LINTON				
6 2 9 5 5 5 1	09/25/01	ROBERTS et al				
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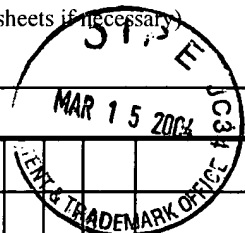
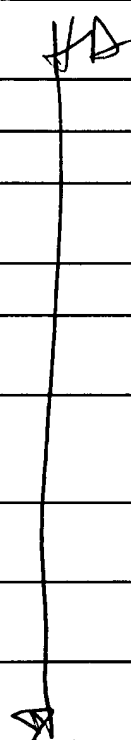

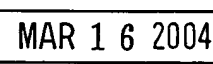
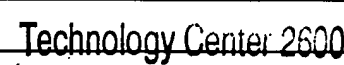
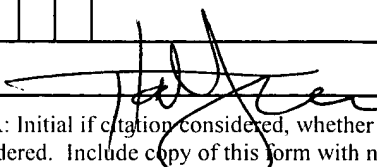
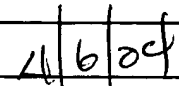
  

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HA	1- Kelly, "From Intelligent Call Routing to Intelligent Contact Management," Call Center Solutions, v19, n3, Sep. 2000.
	2 "Call Center Roundup (Buyers Guide)," Teleconnect, Dec. 1998.
	3 "Call Centers: sales, service and competitive advantage," Canadian Business, v70, n2, Feb. 1997.
	4 Foster, "Advanced DEFINITY call centers: Working for you and your customers," AT&T Technology, v9, n2, Summer 1994.
	5 Card, S.K.; Moran, T.P.; and Newell A. (1983). <i>The Psychology of Human-Computer Interaction</i> . Hillsdale, NJ: Lawrence Erlbaum.
	6 Hart, S.G.; and Staveland, L.E. (1988). <i>Development of the NASA-TLX (Task Load Index): Results of Empirical and Theoretical Research</i> . In P.A. Hancock and N. Meshkati (Eds.), <i>Human Mental Workload</i> . (pp. 139-183).
	7 John, B.E.; and Kieras, D.E. (1996). Using GOMS for User Interface Design and Evaluation: Which technique? <i>ACM Transactions on Computer-Human Interaction</i> , 3 (4). 287-319
	8 Shingledecker, C.A. (1980). Operator Strategy: A Neglected Variable in Workload Assessment. <i>The American Psychological Association, Division 21 Symposium on "Mental Workload Measurement: The Theory Application Interface."</i> Montreal, Quebec, Canada: American Psychological Association;
	9 Wei, Z.G. (1997). <i>Mental Load and Performance at Different Automation Levels</i> . The Netherlands: Delft University. Applicants particularly call the Examiner's attention to pages 28-38 of this document.

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<div style="text-align: center;">  </div> U.S. PATENT DOCUMENTS							
OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)							
	1	0	Wierwille, W.W. and Eggemeier, F.T. (1993). Recommendations for Mental Workload Measurement in a Test and Evaluation Environment. <i>Human Factors</i> , 35 (2), 263-281.				
	1	1	ACD Learning Center Tutorial Series", ACD Call Center Online Learning Center, < <a href="http://www.call-center.net/ivr-series.htm">http://www.call-center.net/ivr-series.htm</a> >.				
	1	2	"Customer Management Technology", TeleTech, < <a href="http://www.teletech.com/solutions/cmt.htm">http://www.teletech.com/solutions/cmt.htm</a> >, printed on December 18, 2001.				
	1	3	"Products & Services - Interactive Voice Response (IVR)", Prairie Systems, < <a href="http://www.prairiesys.com/PSI/p_s_interactive_sol.htm">http://www.prairiesys.com/PSI/p_s_interactive_sol.htm</a> >.				
	1	4	"RVS Voice", iMessaging Systems, Inc., < <a href="http://www.imessagingsystems.com/imsprods/rvsvoice/rvsvoice.htm">http://www.imessagingsystems.com/imsprods/rvsvoice/rvsvoice.htm</a> >.				
	1	5	"What's Next in Interactive Voice Response", International Nortel Networks Meridian Users Group, < <a href="http://www.innmug.org/information/kirvan.html">http://www.innmug.org/information/kirvan.html</a> >, which was published in the December, 2000 issue of <u>InnTouch</u> .				
	1	6	"PADIS - An Automatic Telephone Switchboard and Directory Information System" by A. Kellner et al. published in <u>Speech Communication</u> , October 1997, together with a list of papers and publications by Andreas Kellner that appears to provide publication date information for articles by Andreas Kellner.				
	1	7	"Natural Language Call Routing: A Robust, Self-Organising Approach" by Bob Carpenter & Jennifer Chu-Carroll, Lucent Technologies Bell Laboratories (1998), together with a CiteSeer citation.				
	1	8	"Lucent Technologies announces trial of natural language call routing technology for USAA" - a press release dated December 3, 1997.				
1	9	INSPEC abstract of "A Spoken Language Ssystem for Aautomated Call Routing" published 1997 IEEE International Conference on Acoustics, Speech, and Signal Processing by G. Riccardi et al., AT&T Bell Labs.					
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